



REVENUE AGENCY OF THE FUTURE

VIDEO TRANSCRIPT

Revenue agency challenges are mounting. The need to reduce taxpayer errors and increase compliance has never been greater.

At the same time, agencies face pressures to leverage digital technology to provide better services to the taxpayer.

As these pressures converge, revenue agencies have both an urgent need and a significant opportunity. There no longer needs to be a direct tension between compliance and customer experience.

Powerful trends are driving change in commercial sector customer engagement, and these can help agencies achieve game-changing outcomes.

By re-examining how they engage with their taxpayers, agencies can reduce cost, improve voluntary compliance and be more responsive to evolving taxpayer demands.

The Revenue Agency of the Future will transform how it engages with the taxpayer, based on five key characteristics.

1. Delivering increasingly tailored services
2. Putting the taxpayer at the heart of service design and delivery
3. Proactively prompting citizens
4. Applying new AI solutions
5. Continuously building and enhancing digital skills

But changing how, where, why and when agencies engage with taxpayers will have significant implications across their organisations.

Agencies need to use design thinking and service design methods to define a taxpayer centric vision of the future that aligns with its compliance ambitions.

They then need to adopt an agile and iterative approach to build the interactive capabilities necessary to realise their visions.

The impact on an agency will be substantial. Agency operations will change as customer interactions become more personalized and specific.

The Good News?

The performance outcomes achieved will make this increasingly imperative journey worthwhile, because more people are filing correctly and on time.

The Revenue Agency of the Future is being built today. And Accenture can help you transform yours NOW.

[Accenture.com/revenue](https://www.accenture.com/revenue)